

Transcript: Pearl

Rojas-5035317494857728-5438705588027392

Full Transcript

Hello. The additional benefit of the behavioral health plan- Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, yeah, this is, uh, Christopher Tillison. And how can I assist you? Yeah, uh, I was, uh, calling you guys to talk about the benefits and see if, see if I was still eligible to enroll. And I got a call back yesterday saying that I was, and I went over the benefits paper, uh, to see what's available through you guys. And, um, I just basically have made my decision, wanted to see if I could get everything going, uh, to start getting, uh, paying for it so I could use the insurance. Okay, what's the name of the staffing agency you work for? Uh, Surge Staffing. And the last four digits of your Social? Um, uh, last for the Social? Yes. Uh, 4994. Okay, give me one moment. No, that's okay. And if you can confirm your address and date of birth. Uh, 3485 Lakeside Drive, Apartment 204, Reno, Nevada 89509. And then date of birth's, uh, February 4th, 1995. Okay, and I have your phone number as 636-3657? Yeah. Can I have your email address as your last name, your first name at hotmail.com? Yes. Okay, let me take a look here. Okay, so what are you wanting to enroll in today? I wanted to do the VIP Classic with the addition of the, uh, behavioral, behavioral, uh, health. Sorry. I'm just trying to remember what it was. Hm. And just I wanted to clarify with those two, how much would it be, uh, taken out? It would be \$21.03 a week. Perfect. Okay, did you want to do anything else? No, I think that'll be it. Okay. And it's gonna take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active and then later that week you'll receive your, um, medical card to your email. Okay. And then will there ever be a physical copy at all sent to my address? You would... You'd have to request one 'cause they, the insurance company doesn't automatically send those out. They send out the virtual copies, but you can definitely give us a call- Okay. ... and we can request one. Okay. Sweet. Uh, well, in that case, I guess that'll be it. All righty. Thank you so much for calling in. Have a great day. You too. Thank you. Oh, the coverage is for just yourself, correct? Uh, yes. Okay, thank you so much. Have a great day. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: The additional benefit of the behavioral health plan-

Speaker speaker_2: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_0: Uh, yeah, this is, uh, Christopher Tillison.

Speaker speaker_2: And how can I assist you?

Speaker speaker_0: Yeah, uh, I was, uh, calling you guys to talk about the benefits and see if, see if I was still eligible to enroll. And I got a call back yesterday saying that I was, and I went over the benefits paper, uh, to see what's available through you guys. And, um, I just basically have made my decision, wanted to see if I could get everything going, uh, to start getting, uh, paying for it so I could use the insurance.

Speaker speaker_2: Okay, what's the name of the staffing agency you work for?

Speaker speaker_0: Uh, Surge Staffing.

Speaker speaker_2: And the last four digits of your Social?

Speaker speaker_0: Um, uh, last for the Social?

Speaker speaker_2: Yes.

Speaker speaker_0: Uh, 4994.

Speaker speaker_2: Okay, give me one moment.

Speaker speaker_0: No, that's okay.

Speaker speaker_2: And if you can confirm your address and date of birth.

Speaker speaker_0: Uh, 3485 Lakeside Drive, Apartment 204, Reno, Nevada 89509. And then date of birth's, uh, February 4th, 1995.

Speaker speaker_2: Okay, and I have your phone number as 636-3657?

Speaker speaker_0: Yeah.

Speaker speaker_2: Can I have your email address as your last name, your first name at hotmail.com?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay, let me take a look here. Okay, so what are you wanting to enroll in today?

Speaker speaker_0: I wanted to do the VIP Classic with the addition of the, uh, behavioral, behavioral, uh, health. Sorry. I'm just trying to remember what it was.

Speaker speaker_2: Hm.

Speaker speaker_0: And just I wanted to clarify with those two, how much would it be, uh, taken out?

Speaker speaker_2: It would be \$21.03 a week.

Speaker speaker_0: Perfect.

Speaker speaker_2: Okay, did you want to do anything else?

Speaker speaker_0: No, I think that'll be it.

Speaker speaker_2: Okay. And it's gonna take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active and then later that week you'll receive your, um, medical card to your email.

Speaker speaker_0: Okay. And then will there ever be a physical copy at all sent to my address?

Speaker speaker_2: You would... You'd have to request one 'cause they, the insurance company doesn't automatically send those out. They send out the virtual copies, but you can definitely give us a call-

Speaker speaker_0: Okay.

Speaker speaker_2: ... and we can request one.

Speaker speaker_0: Okay. Sweet. Uh, well, in that case, I guess that'll be it.

Speaker speaker_2: All righty. Thank you so much for calling in. Have a great day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_2: Oh, the coverage is for just yourself, correct?

Speaker speaker_0: Uh, yes.

Speaker speaker_2: Okay, thank you so much. Have a great day.

Speaker speaker_0: You as well. Thank you.

Speaker speaker_2: Bye-bye.